

CASE MANAGEMENT for BETTER OUTCOMES



**ATLANTA REGION 3 YOUTH
TRAINING FORUM
JUNE 17, 2014**

**KISHA TOPPIN, REXO TA COACH/TRAINER
COFFEY CONSULTING, LLC**



Session Overview



- Case Management Overview
- The Case Management Continuum
- Key Aspects of Retention
- Mentoring for Support
- Documentation of Efforts
- Outcome Attainment

Definition of Case Management



Case management is a client-centered, goal-oriented strategy for providing assessment-based services to meet individual and program goals.



Goal Achievement Empowers!!!

Goal of Case Management



To optimize client functioning by providing quality services in the most efficient and effective manner to individuals with multiple needs

Bi-level Case Management



A systematic approach to service delivery that identifies the roles and responsibilities of each member of the organization

Requires the dynamic integration of all of the components and providers of service delivery

The Bi-Level Approach



*Bi-Level Case Management is a systematic approach to service delivery that identifies the roles and responsibilities of each member of the organization. It is participant driven policy development that is executed by line staff and management in tandem for the most effective programming.**



*Dorsey Consulting Services

Roles of the Case Manager



Counselor:

- Provides a steady presence in the client's life
- Helps address problems and talk through solutions

Coach:

- Meets frequently with client
- Provides encouragement and advice necessary to help make progress with goals



Roles of the Case Manager (cont.)



Team Leader:

- Coordinates all case management services from assessment thru program completion

Advocate:

- Intervenes when difficulties or issues arise
- Negotiates for assistance from supportive service providers
- Mediates when problems arise with instructors or employers

Tools of the Case Manager



I) Assessments



II) Individual Service Plan (ISP)

III) Case File

IV) MIS System & Reports

The Case Management Continuum



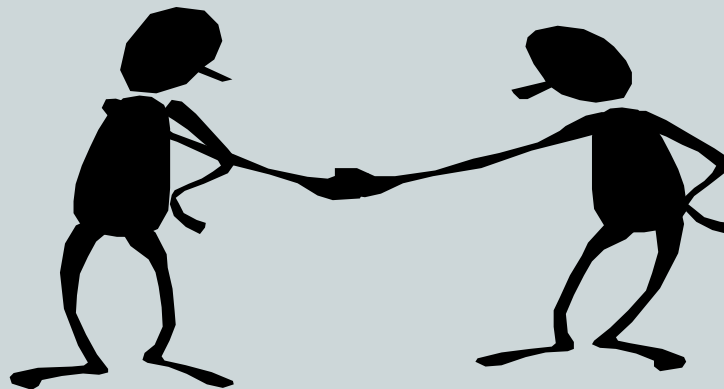
- I) Intake & Enrollment
- II) Assessment
- III) Service Planning
- IV) Plan Implementation/
Service Delivery
- V) Follow-Up



I) Intake & Enrollment



Establishing and maintaining a partnership with participants should be both the initial and sustaining focus and function of the case manager/participant relationship



Intake & Enrollment (cont.)



- Avoid an interrogatory approach
- Give the participant the time and opportunity to tell you his/her story
- Ask purposeful open-ended questions that encourage the participant to share his/her thinking and perspectives

II) Assessment



- Provides the foundation for case management process
- Affects the quality of service delivery
- Impacts successful intervention and problem-solving

III) Service Planning



- A specific and individualized plan of action is the first tangible outcome of the assessment process
- The Individual Service Plan (ISP)/ISS should be realistic and includes:
 - the client's expectations and choices
 - client strengths
 - Short- and long-term goals to which the client has agreed

IV) Plan Implementation & Service Delivery



- Implement a schedule for reassessing and modifying the initial goals and plans should be part of the initial ISP
- Ensure ISP is current and that the services being provided are according to the plan
- Encourage the client to accept some responsibility for carrying out the ISP while providing an appropriate amount of support

V) Follow-Up

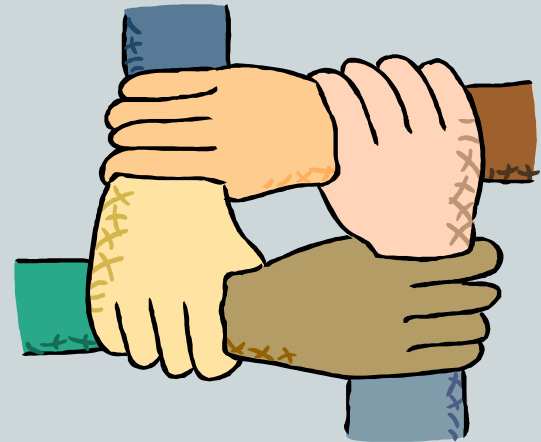


- If a partnership has been established, follow up will be natural, personal, and participant managed
- It is a period for solidifying progress and validating personal growth and accomplishments
- It covers a three-to-nine month timeframe (one-three quarters)

Retention



- Retention begins Day I
- Partner with participants
- Sustain relationships with partner agencies
- Provide appropriate and adequate follow-up
- Document program activities and outcomes



Mentoring for Participant Support



Mentoring can help to increase case management effectiveness

- Common goals and objectives
 - Both are looking to help the participant be successful in reentry
- Collaboration
 - On participant's plan to achieve success (ISP)
- Communication
 - Regular formal communication

Documentation of Efforts

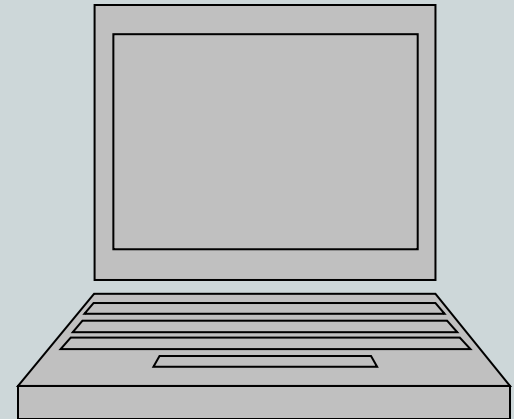
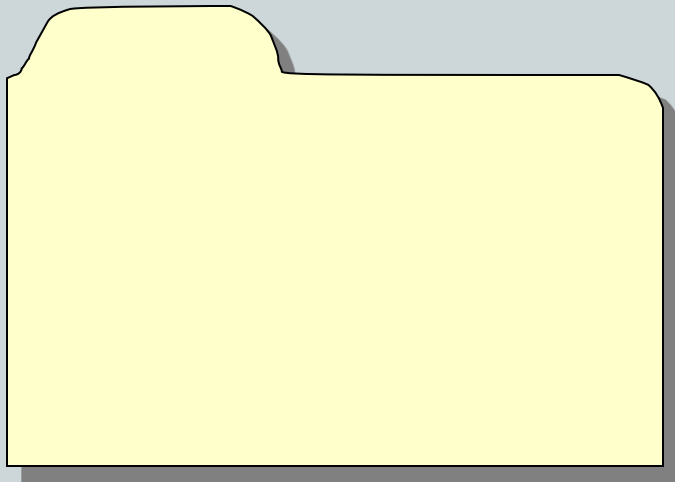


- Reporting MIS Data: Tracks client performance, grant outcomes and overall success
- Maintaining Case Files: Serves as a roadmap and assists in the data entry
- Ensuring Quality Case Note Documentation:
Follow-thru is not possible in absence of case notes

Case Files



The case record is the primary focal point for accountability to the participant and to the organization



Utilizing Case Files



- Serves as a Roadmap, Compass, Guide
- Assists in the data entry and monitoring in MIS System
- Helps to track client status and success
- Enables better follow-thru through use of color-coding

Writing Quality Case Notes



- The Individual Service Plan (ISP) is an outline for the story
- Good records are concise, specific, relevant, logical, well-organized and written
- Accurate and timely documentation is essential
- Good case management never chases data
- Follow-thru is not possible when case notes do not exist

****Case notes should be written on a weekly basis***

Outcome Attainment



- Enrollment: Do not over-enroll! You will not meet outcomes if you lose track of clients
- Services: Assess well to know client's potential and all needed services and supports
- Placements: Maximize credentials and placements early while clients are motivated
- Retention: Provide quality service to maintain program participation and job placements

Resource



DOL 2007 Youth Toolkit:

Toolkit Link:

http://www.doleta.gov/youth_services/Toolkit-improve.cfm

Link to the WF3one webinar (and materials):

<https://www.workforce3one.org/view/5001404144063685920/info>

THANK YOU!



kishatoppin@yahoo.com

240-245-3812

